14 June, 2012

Tender Number: ETC/CS/19/12
Title: DESIGN, DEVELOPMENT AND MAINTENANCE OF A COLLABORATIVE NETWORK (INTRANET) FOR THE EMPLOYMENT AND TRAINING CORPORATION

Minutes of Clarification

Present for the clarification meeting held on Wednesday were:

ETC Representatives:
Mr Mario Attard – Manager, ICT Unit
Mr Edwin Camilleri – Manager, Procurement and Law Compliance Unit
Mr Martin Casha – Senior Executive, Procurement and Purchase Control
Ms Mathea Gauci – Executive, Procurement and Purchase Control

Interested parties:
Paul Caruana – Crimsonwing
Daniel Camilleri – ICT Ltd.
Warren Sammut - ICON

A clarification meeting was held for the above quoted tender on Wednesday 6 June, 2012, at the Employment and Training Corporation, Head Office, Ħal Far.

The meeting was opened by Mr Martin Casha, who explained the tender procedure, emphasising on the importance to read carefully all the tender document, especially the Instructions to Tenderers, particularly, Article 6 of the 'Instructions to Tenderers', which stipulates the information that needs to be given when it comes to submitting an offer. Any incomplete or missing documents may render the application null and void. Whereas, Article 16 of the 'Instructions to Tenderers', lists the documents that must be included with the tender offer.

The following points were also stressed:

• To respect the dates if there is the need to ask for any clarifications and to pay attention to the closing date and time of the tender submission, as outlined in Article 2 of the General Conditions.   Any clarifications can be sent in writing as outlined in Article 11.1

• Any clarification notes or updates related to the tender document will be uploaded online. It is the prospective bidder's responsibility to regularly check for any updates on the ETC website.

• To attach all forms/documents/tables as requested, duly filled and signed accordingly

• 'Multiple Tenders' in Article 7 refers to the possibility of giving more than one option. Should you choose to give more than one option, a separate tender form must be filled in for each one.

• On the envelope, bidders are to write the tender number

- Bidders are to give in two identical copies of the bid, one marked as 'original' and one marked as 'copy'. The original document must have the original signatures.

- No bid bond is being requested. However, upon the signing of the contract by the eventual contractor, a performance guarantee needs to be submitted.

- This is a lump sum contract.

- The 'Special Conditions' apply specifically to the project and should be read with due attention

- The Specimen Data Protection Agreement needs to be signed by the eventual contractor, as data that falls under the Data Protection Act might be in use.

- Fill in the forms provided in a legible handwriting. The Tender Form must be filled in, including the global price, contact details and other requested information and signed accordingly. Failure to fill in any part of the Tender Form will automatically disqualify the bidder from further Evaluation.

- The Financial Offer is divided in two. In 'Item 1' bidders are to quote the lump sum price of:

(a) the design, development and maintenance of a collaborative network (intranet) and

(b) the maintenance and support service charges and additional work beyond as defined in Article 3 of the Technical Specifications. The price quoted in this section will not be used for Evaluation purposes.

In 'Item 2' bidders are to quote the prices as requested, including Licenses' prices. These prices would be applied if the Contracting Authority would eventually need and request such services as quoted by the successful bidder.

- The Draft Contract Agreement in Volume 2, Section 1 is a sample of the Contract Agreement which the successful contractor will be asked to sign. It is not required to be submitted with the tender.

- Tenders are to be submitted at the entrance of the Employment and Training Corporation, Head Office, Ħal Far, Malta.

There being no more questions with regards to tendering procedures, Mr Mario Attard went on to explain the Terms of Reference as listed in Volume 3 of the tender document.

Basically, the Employment and Training Corporation is seeking the Design, Development and Maintenance of a Collaborative Network (Intranet) to replace the current outdated system, and thus revamp ETC's Intranet. In Mr Attard went through the Terms of Reference of Volume 3 – Technical Specifications. The new Intranet would provide a front-end web interface with all the necessary information whilst providing an enhanced user experience, by offering all the required information through one common landing page. The latter would provide notifications and other important points of interest to the employee, including the presence of an integrated module providing BI. Such a facility would be offered from the BI and not the intranet itself. It would relate important notices such as the time of a staff meeting occurring later on during the same day.

A 'News' Section were designated users can upload scanned newspaper cuttings in a digital format should be included. This would include a search facility and an archiving mechanism.

The 'Notice Board' Section would be used to relay any news as well as the quarterly newsletter to all employees. The 'Corporate Directory and Instant Messaging' function would have the contact details of all employees and the possibility of communicating through instant messages to a colleague.

The 'Canteen' section would make the menus available and provide a facility for employees to order lunch within a specified timeframe, for example, between 09:00 – 11:30 hours. The way the order would take place is to be defined with the contractor, however the easiest option may be by sending an email.

The 'Resource Calendar' would allow users to book a service/item such as a training room, the Main Hall, hire a company car for a specific day etc. There will be the possibility of sharing a calendar between colleagues and have it linked to the email addresses of those responsible. The 'ETC Applications' section would have a number of applications that have been developed by ETC or other suppliers. The intranet should offer a page with a number of links.

The 'BI Reports' section – currently, ETC is in the process of developing a BI tool, hence it would be required that the Intranet offers links to specific reports such as monthly reports these should be available for all or specific employees.

The 'CDR Integration' - at present these applications are installed on individual PCs and this often conflicts with other applications. Thus, ETC is looking to have the facility of integrating the CDR within the intranet to eliminate the use of such application and be able to give rights to a number of employees that require it.

The 'Knowledge-base' Section allows employees to document approaches that have been adopted based on experience or otherwise. This will allow employees refer to information when they encounter the same questions/situation.

The 'Forum' Section would allow a number of employees to post a question/query and other colleagues can post a reply, thus being able to share knowledge and collaborate through this forum.

The 'RSS Feed Reader' Section would cater to notify employees of important news, for example, in the landing page there will be an RSS field showing any vacancies available. The RSS Feeds will be provided by ETC.

The 'Online Forms' Section - currently forms are downloadable from the Intranet. ETC would like to have the facility of displaying online forms that employees would be able to submit. The supplier should develop the list of forms specified while providing ETC the facility of creating new forms.

The 'Surveys/Polls' Section should allow ETC to create online polls/surveys, for example, "What do you think if our canteen will start offering the following item?" At the moment ETC uses survey monkey. The survey functionality doesn't have to be so elaborate but basic functionality should be provided.

The 'Library' and the 'Registry' deliverables require similar functionality. The only difference is that one maintains books whilst the later registry files. At present, the library books are not accessible. Thus, both the list of library books as well as registry files is to be made available on the intranet. An employee can check whether it is available for borrowing, and if not, when it would be. When borrowers do not return back a book/registry file they will be sent an email notification requesting the individual to return the file/book. Administrators should be able to administer this section from the backend and have access to the information that they require .

Through the Intranet, ETC would like to provide a document repository that can be used by employees share and collaborate on documents and/or other important information. For instance, when more than one division is working on a document rather than creating many documents, and forwarding multiple versions via email, there will be one shared document which could be seen by the persons working on it.

The 'Media Gallery' Section will cater for the upload of photos, videos or other media of various events held by ETC. The 'FAQ/Help section would feature a number of questions and answers for its users, categorized under different headings, making it more user friendly. The 'Archives' area would allow for the archiving of data that may still be deemed useful for statistical or other purposes.

The 'Purchase and Stores Requisitions' section would feature a requisition form of the items being requested by different divisions. This has to be integrated with the Access Dimensions system to ensure that both the cost centre finances as well as the stock system are updated simultaneously and automatically. For instance, when someone orders a box of pens from a particular division, the stock of is reduced accordingly whereas the division making the order will incur the cost.

Finally, Mr Attard reiterated that the Terms of Reference explain further the operation of works including security, analysis and design, testing, documentation, training and others. Hosting will be done on ETC's servers. However suppliers should specify the requirements required for the suggested system to work. Regular meetings should be held during the development phase as per Article 13 of the Special Conditions.

Questions forwarded by Prospective Bidders in writing, including those asked during the Clarification meeting.

Q1 - Is there any technology preference from ETC regarding this project?
A1 - Our preference is towards SharePoint. However we are aware that there are a number of technologies that can offer similar functionality. Hence, although our current direction is towards SharePoint we are open to suggestions from the bidders.

Q2 - Does ETC have any preference towards the use of SharePoint Technology for this project?
A2 – ETC's preference is towards SharePoint, however we are open to suggestions.

Q3 – Does ETC have a maximum budget for this project?
A3 – The estimated budget is of €45,000 excluding VAT.

Q4 – Is the bidder expected to quote for 3rd party licenses (e.g. SQL Server, SharePoint Licenses etc)?
A4 – Yes, the cost of licenses as well as the versions used should be included as an optional component which ETC may decide to opt for or not; based on whether ETC already has such technology or not.

Q5 – So should the cost of licenses be included with the lump sum?
A5 – The cost of licenses should be listed separately as an option.

Q6 – The process would remain the same with regards to the Newsletter? ETC creates it and then will be able to upload it on the Intranet?
A6 – Yes it will be built internally and then ETC would have the facility of uploading it on the Intranet.

Q7 – If the ETC applications have their own login, do you want to bypass it? Does this involves the re-development of these applications right?
A7 – ETC would like to implement a single-sign on throughout its applications. Hence the supplier of the Intranet should provide this functionality that can be then used by ETC to alter its applications and provide single-signon. It may be useful to note that most applications are developed on the .NET 4 Framework. The Contracting Authority will be responsible for any re-development on these applications. The eventual winning contractor will provide ETC with a single sign out and a way to integrate applications.

Q8 – With regards to the 'BI Reports' the Intranet would be able to integrate the report, so the BI generates the report and the Intranet just provides the links, correct?
A8 – Yes, that's it.

Q9 – So with regards to the 'CDR Integration the Intranet will connect with the web services of the CDR?
A9 - The contractor should provide a screen to search for personal details of a citizen such as name, surname, status, address etc.

Q10 – Will the RSS fields to be consumed be internal or external (such as the RSS field of *The Times of Malta*)?
A10 – Most of the RSS fields will be internal. However it is not excluded that there might be the possibility of consuming external RSS fields. The contractor should provide ETC with the possibility of displaying RSS fields and not providing them development.

Q11 – Do you have any preference as to whether you want it single tiered, two tiered etc?
A11 – At present the data base server will be hosted on a separate tier from the intranet. Having said that, ETC can adapt to any suggestions made by the supplier.

Q12 – Access to the Intranet will be from the place of work or can employees also access the system externally?

A12- It will be accessed internally; those using the intranet from home will be ETC employees and have a VPN connection.

Q13 – How many users would there be on the Active Directory?

A13 - The active directory currently consists of approximately 230 users.

Q14 – I know you asked us to specify the size of the database, but can you give us an indication of the volume of the forms there will be, to get an idea?

A14 – With regards to documents there will be quite a lot since the document repository and management should be used throughout the corporation. When it comes to online forms, the volume will be very low. For example, stores items are distributed once a week, where each division sends a requisition form, so basically 20 forms each week. There might be other forms but in small amounts. The bulk is on the document management.

Q15 – With regards to training, are you looking for train the trainer type of training, or training for all ETC employees?

A15 – At first there will be training sessions for a number of employees, mainly those using it most and for other administrators. Training for all depends on how complex the system will be. Most probably it will be for a number of personnel and the managers. It is important that we are provided a user manual for the IT department and those using the intranet. The supplier should suggest the training required.

Q16 – In terms of security what are you looking at information right management or is just referring to access control?

A16 – Access control should be enough. This should be adapted to different modules based on the functionality, such as the CDR will be blocked for all personnel except the ones granted access. With regards to documents access should be granted per department / group. In the case of the Requisition orders, managers will have approval rights while other personnel may create the requests.

Q17 – For how many employees would access rights be required?

A17 - Roughly there will be between 2-5 administrators. A number of back office users, which would be between 5 – 10 individuals, privilege rights for the managers and the remaining will be the normal users Intranet users.

Q18 - Referring to Point **2.2 Back Office CMS** – Bullet point 3 refers to Integration with ETC's Active Directory so that user names will be extracted from there. Could the contracting authority kindly elaborate further in what format the data is to be extracted and if further integration apart from the discussed is needed.

A18 – Integration with the Active Directory will not be done directly but through the use of web services that are provided to the supplier by the Corporation. Should any integration be required, ETC will provide a web service to facilitate access.

Q19 - Referring to Point **2.1.9 BI Reports** – Could the contracting authority kindly elaborate on the Business Intelligence Tool you are envisioning to use as well as elaborate more on the functionality needed from the tool.

A19 - The Business Intelligence functionality that is required will be considered as a separate system and hence out of the context of this tender. The BI tool has not been chosen yet, hence the integration may be done at a later stage.

Q20 - Referring to Point **2.1.10 CDR Integration** – Could the contracting authority kindly elaborate on the citizen data to be maintained, such as what type of data and in what format the system currently operates.

A20 – The Intranet should query the CDR web services to retrieve personal information such as Name,

Surname, Address, etc. This data should not be stored or maintained. However the personnel that are granted access should be able to query such data

Q21 - Referring to Point **2.1.22 Purchase and Stores Requisitions –** Could the contracting authority kindly elaborate what level of functionality is needed from Access Dimensions and how you want it to integrate to the intranet?

A21 – No functionality will be required from Access Dimensions, the flows will be created, implemented and maintained within the requested intranet system. However the intranet system should submit the stock or financial variations within the access system to ensure that the system is updated.

Q22 – With reference to 3rd party licences and final price of the tender. During the clarification meeting it was discussed that we need to quote for 3rd party licences separately from the development cost. Do these 3rd party licences include only services such as databases and/or operating systems which ETC might already own? In the case the development of the intranet is based on a 3rd party, open source content management system which is purchased through a yearly licence, do we need to quote it's price separately; and will the cost of the CMS contribute towards the lump sum on which the tender price is evaluated?

A22 – During the clarification meeting it was specified that 3rd Party licenses that are not specifically related to the project such as databases and/or operating systems should be quoted separately. However if there are any 3rd party licenses that are required by the suggested Intranet solution being provided, then these should be considered as part of the solution lump sum costs. And any yearly licensing costs should be included within the yearly cost of maintaining the system.

Q23 – Referring to Point **3.5 Service Level Definition –** Could the contracting authority kindly indicate up to which point the tenderer will be responsible for a fault in the system? It is understood that the tenderer will be responsible for the support of the Intranet software. However, will the tenderer also be responsible for the maintenance of the operating system and database software, including patching, antivirus, etc.?

A23 – Since the system will be hosted within the ETC infrastructure, the tenderer should only provide support to the system that is being provided by himself. However he should specify any support that will be required to maintain and patch the system to ensure that ETC provides the required support and hence do not in any way negatively affect the operation of the system.